

CLAIM AMENDMENTS

Claims 1-2 (Cancelled);

3. (Currently Amended) A packet switched call center communications system for delivering voice over Internet Protocol telephone calls to any of a plurality of attendant positions serving a subscriber, comprising:

means operable incident to an incoming call arriving to said subscriber for submitting a respective subscriber-defined questionnaire to a caller, said means being controllable by any of said attendant positions;

means for processing a questionnaire returned by said caller to ascertain the nature or purpose of said call; and

means responsive to said questionnaire processing means for displaying to said attendant positions a queue of calls incoming to said subscriber the nature or purpose of each incoming call.

4. (Currently Amended) A packet switched call center communications system according to claim 4 3 wherein said means for processing said questionnaire includes means for indexing a questionnaire according to the caller's directory number of said caller.

5. (Currently Amended) A packet switched call center communications system according to claim 3 wherein said means for displaying displays the status of completion of the information gathering form said questionnaire associated with each of said calls in said queue.

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6. (Original) A packet switched call center communications system according to claim 3 wherein said means for displaying displays the time each of said calls has remained in said queue.

7. (Original) A packet switched call center communications system according to claim 3 wherein said means for displaying displays a plurality of options for selectively controlling the disposition of calls in said queue.

8. (Original) A packet switched call center communications system according to claim 3 wherein said means for processing said questionnaire includes means for spotting text entered into said questionnaire by said caller.

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9. (Original) A packet switched call center communications system according to claim 8 wherein said means for text spotting searches said questionnaire to ascertain the name of a party associated with said subscriber.

10. (Original) A call center communications system according to claim 9 wherein said means for text spotting initiates a search of said data base to locate a directory number corresponding to said name.

11. (Currently Amended) A packet switched call center communications system according to claim 4 wherein said means for displaying displays ~~a queue of incoming calls and the~~ a priority accorded to each of said calls displayed in said queue.

12. (Currently Amended) A packet switched call center communications system according to claim 11 wherein said means for displaying includes means for altering ~~the~~ said priority to be accorded to any of the calls in said queue.

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13. (Original) A packet switched call center communications system according to claim 11, wherein an individual call may be accorded a priority within the call queue that is frozen such that no subsequent call may reduce said individual call's position in the queue.

14. (Original) A packet switched call center communications system according to claim 11, wherein calls in said queue may be accorded relative priorities according to a calling-party-defined urgent call status.

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15. (Currently Amended) A packet switched call center communications system according to claim 12, wherein said call queue permits calls from return callers to be accorded a queue position which takes into account the call's queue position during the a previous call.

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16. (Currently Amended) A packet switched call center communications system according to claim 13, wherein a return call is advanced within the current call queue to a value equal to its position in the a previous call queue.

17. (Currently Amended) A packet switched call center communications system according to claim 14, wherein said call remains in the call queue at a lower priority following receipt of said a call back request.